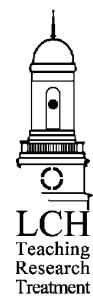


# Larue D. Carter Memorial Hospital

## The Carter Insider



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### New Standard Addresses Behavior

According to the **Joint Commission**, intimidating and disruptive behaviors can foster medical errors, contribute to poor patient satisfaction and to preventable adverse outcomes, increase cost of care, and cause qualified clinicians, administrators, and managers to seek positions elsewhere.

Intimidating and disruptive behaviors include overt actions such as verbal outbursts and physical threats, as well as passive activities such as refusing to perform assigned tasks or quietly exhibiting uncooperative attitudes during routine activities. **All intimidating and disruptive behaviors are unprofessional and should not be tolerated.**

Most health care professionals enter their chosen discipline because they have an interest in caring for and helping other human beings. The majority of these individuals carry out their duties with high levels of professionalism. However, several

surveys have found that most health care providers have experienced or witnessed intimidating or disruptive behaviors. These behaviors occur during interactions within and across disciplines, and these behaviors are not confined to a small number of individuals who habitually exhibit them.



Inappropriate behaviors stem from both **systemic and individual factors**. The inherent stresses of dealing with high-stakes, high-emotion situations can contribute to occasional inappropriate behavior, particularly in the presence of factors such as fatigue. And individual care providers who exhibit characteristics such as immaturity,

self-centeredness, or defensiveness can be more prone to unprofessional behavior.

**Effective January 1, 2009, for all accreditation programs**, the Joint Commission has a new Leadership standard (LD.03.01.01) that addresses inappropriate behaviors in two of its elements of performance:

**EP4:** The hospital has a code of conduct that defines acceptable and disruptive and inappropriate behaviors.

**EP5:** Leaders create and implement a process for managing disruptive and inappropriate behaviors.

Also, standards in the **Medical Staff chapter** have been organized to follow six core competencies to be addressed in the credentialing process, including interpersonal skills and professionalism.

For more information, visit [www.jointcommission.org](http://www.jointcommission.org).

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### Protect Yourself from Identity Theft

Identity theft is a serious crime that occurs when an individual's personal information is stolen and used to commit fraud and other crimes. It can destroy a person's credit and good name.

#### Deter identity thieves:

- **Shred** financial papers before you discard them.
- **Don't give** personal infor-

mation on the phone, through the mail, or over the internet unless you know who you're dealing with.

- **Never click** on links sent in unsolicited emails. Keep firewalls, anti-spyware, and anti-virus software up-to-date.

- **Don't use** an obvious password like your birth date, your mother's maiden name or the last four digits of your social security number.

- **Keep** your personal information in a secure place.

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## Help PERF Help You Retire



**Your heart is set on a retirement date,** but are you sure your retirement benefit can be processed in time? Help the folks at the Public Employees' Retirement Fund (PERF) help you make the transition from your last paycheck to your first PERF benefit payment as easy and as seamless as possible.

Since a wide variety of information must be gathered and verified prior to you receiving your benefit, PERF must have your retirement application at least six months prior to your

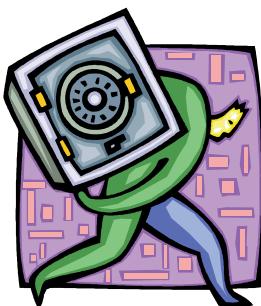
anticipated retirement date. So, for example, if you want to retire on April 1, 2009, you should submit your application by October 1, 2008. This six-month period allows PERF to work with your present and previous employers to verify your service credit, wages and contributions, and the last day in pay status. This helps to ensure that you receive your well-earned benefits without interruption.

**If you are ready to retire,** it's a good idea to schedule an appointment with a PERF re-

tirement counselor about a year before your anticipated retirement date. They will be able to explain your options and answer your questions so you can decide which options best suit your needs. They will also be able to confirm that you have selected a retirement date that falls after your eligibility date so you can be sure you will be eligible for your retirement benefits. And you will also be able to obtain your retirement application.

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## Identity Theft continued from page 1



Detect suspicious activity by routinely monitoring your financial accounts and billing statements. **Be alert to signs that require immediate attention:**

- Bills that don't arrive as expected.
- Unexpected credit cards or account statements.
- Denials of credit for no apparent reason.
- Calls or letters about

purchases you did not make.

**Inspect your credit report.** The law requires the major nationwide consumer reporting companies—Equifax, Experian, and TransUnion—to give you a free copy of your credit report each year if you ask for it. Visit [www.AnnualCreditReport.com](http://www.AnnualCreditReport.com) or call 1-877-322-8228, a service created by these three companies, to order your free credit reports each year.

**Also inspect your financial**

**statements.** Review financial accounts and billing statements regularly, checking for charges you did not make.

Defend against ID theft as soon as you suspect it by:

- **Placing a Fraud Alert** on your credit reports. The alert tells creditors to follow certain procedures before they open new accounts in your

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## LCH Potpourri



**Dawn Adams,**  
September Employee of the Month

September's Employee of the Month is **Dawn Adams**. Dawn, a Charge Nurse on Unit 4C, was recognized as someone "who cares, gives special attention to each child, renders excellent judgment, and is incredibly consistent."

LCH welcomes: **Nicole Bird-song** (Food Service Worker), **Marita Blessing** (Dietician), **Sherman Gee** (Housekeeper), and **Faye Rupert** (Charge Nurse Supervisor).

We say farewell to: **Darlene Halliburton** (Attendant).

On September 2, **Chris Ingram** (Housekeeper) passed away unexpectedly. Our sincere condolences go to his family and friends.

Congratulations go to **Sheila Wiser** on her promotion to Transitional Care Specialist.

**National Recovery Month** wraps up with the traditional **Talent Show on September 30 at 1:00 pm in the auditorium**.

**rium.** Other National Recovery Month activities included AA meetings, games, movies and a cookout and softball game.

Congratulations to LCH employees who were honored by Governor Daniels for **long-term service**:

**40 Years:** **Wynonia Cunningham, Judith Smith, and Obie Turner.**

**35 Years:** **Ann Keeylen.**

## The Clever Chef: Color Your Life Healthy

Jazz up your tastebuds and improve your health by eating more colorful food.

**Red foods**, such as apples, beets, berries, pomegranates, red cabbage, red grapefruit, red peppers, tomatoes, and watermelon, contain anthocyanins and lycopene, which can help boost memory and help keep your heart and urinary tract healthy.

**Orange and yellow foods**, such as apricots, butternut squash, cantaloupe, carrots, lemons, mango, oranges, peaches, pineapples, and pump-

kins, contain carotenoids, which can help keep your vision sharp and lower your risk of heart disease and some kinds of cancer.

**Green foods**, such as asparagus, avocados, broccoli, collard greens, cucumbers, green beans, green peppers, kale, kiwi, lettuce, limes, and zucchini, contain indoles, lutein, and essential minerals and vitamins to help keep bones and teeth strong and vision clear.

**Blue and purple foods**, such as blackberries, blueberries, eggplant, grapes, and plums

contain anthocyanins and phenolics, which may have some anti-aging benefits.

**White and brown foods**, such as bananas, cauliflower, dates, garlic, mushrooms, onions, potatoes, and turnips contain allicin, which may help prevent heart disease and some forms of cancer.

By selecting just one item every day from each color group, you'll eat five servings of fruits and vegetables without even trying!



## Identity Theft continued from page 2

name or make changes to your existing accounts. The three nationwide consumer reporting companies have toll-free numbers for placing an initial 90-day fraud alert:

- **Equifax** 1-800-525-6285
- **Experian** 1-888-397-3742
- **TransUnion** 1-800-680-7289

Placing a fraud alert entitles you to free copies of your credit reports.

- **Closing accounts.** Close any accounts that have been tampered with or established fraudulently.

Call the security or fraud departments of each company where an account was opened or changed without your OK. Follow up in writing. (Use the ID Theft Affidavit at [ftc.gov/idtheft](http://ftc.gov/idtheft) to support your written statement.) Ask for verification that the disputed account has been closed and the

fraudulent debts discharged. Keep records of your conversations.

- **Filing a police report.**
- **Reporting the theft** to the Federal Trade Commission online at [ftc.gov/idtheft](http://ftc.gov/idtheft) or by phone at **1-877-438-4338**.

Don't let the thieves get the best of you. Defend yourself!



## Retirement continued from page 2

**Six months prior to retiring**, you must submit your notarized retirement application along with:

- A copy of your birth certificate
- A copy of your beneficiary's birth certificate
- A voided check for direct deposit
- Your beneficiary's social security number, full ad-

dress, birth date, and telephone number with area code

Keep in mind that PERF cannot begin to process your retirement application without this important information. And you will want to **keep a copy** of your application and all the documentation for your own records.

**Then about one month prior to your retirement**

**date**, if you have not done so previously, notify your supervisor and Human Resources of your intention to retire.

If you plan ahead and work with PERF, there should be no reason why you can't make your transition a smooth one. For more information, contact PERF at **1-888-526-1687** or [www.perf.in.gov](http://www.perf.in.gov).

Happy retirement!



**INDIANA FAMILY  
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- Teaching
- Research
- Treatment

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**September 2008**

**Our Vision**

Our vision is to serve the citizens of Indiana as a center of excellence in mental health.

**Our Mission**

Our mission is to provide specialized treatment, education, and research in the field of mental health.

**Quote of the Month:**

"I still have my feet on the ground, I just wear better shoes"

Oprah Winfrey



**2009 Holiday Schedule**

New Year's Day	Thursday	January 1, 2009
Martin Luther King, Jr. Day	Monday	January 19, 2009
Good Friday	Friday	April 10, 2009
Memorial Day	Monday	May 25, 2009
Independence Day	Friday	July 3, 2009*
	Saturday	July 4, 2009**
Labor Day	Monday	September 7, 2009
Columbus Day	Monday	October 12, 2009
Veterans' Day	Wednesday	November 11, 2009
Thanksgiving Day	Thursday	November 26, 2009
Lincoln's Birthday Observed	Friday	November 27, 2009
Washington's Birthday Observed	Thursday	December 24, 2009
Christmas Day	Friday	December 25, 2009

\*Operations regularly scheduled Monday through Friday.

\*\*Operations regularly scheduled on Saturday.

